

Before You Begin

Your computer must meet the system requirements



1. Broadband Internet Connection:

With at least 3 MBPS download and 512 KBPS upload speeds.

[Click here to Run the Speed Test](#)

Note: If you are on a home network, most popular mainstream routers will be fine. However, in an office environment with multiple connections from multiple computers, you should use a **business class router**. This allows for a stable internet connection and consistent traffic to travel through your network.

Also consider **removing all firewall software** from computers if you go with a business class router. It will keep your internet speeds more efficient.

2. Windows PC:

XP/Vista

If you are working from **Windows XP** or **Vista** computers, you will need to click on the links below to upgrade. You will also need to **reboot** your computer once the update(s) have been successfully installed:

- [Run all recent Microsoft updates](#) (requires a reboot)
- [Windows XP to Service Pack 3](#) (requires a reboot)
- [Windows Vista to Service Pack 2](#) (requires a reboot)
- [Remote Desktop Protocol 7.1 or higher](#)
- [The latest versions of printer drivers](#) (requires a reboot)

Windows 7 & 8

If you are working from **Windows 7** or **8** computers, you will need to click on the links below to update. You will also need to **reboot** your computer once the update(s) have been successfully installed:

- [Run all recent Microsoft updates](#) (requires a reboot)
- [The latest versions of printer drivers](#) (requires a reboot)

Minimum:

- Windows XP SP3, Windows Vista SP2 or Windows 7 or 8
- Remote Desktop Protocol (connection) 7.1 or higher
- 150 MB hard drive space
- 2 GB RAM
- 1024 x 768 monitor resolution

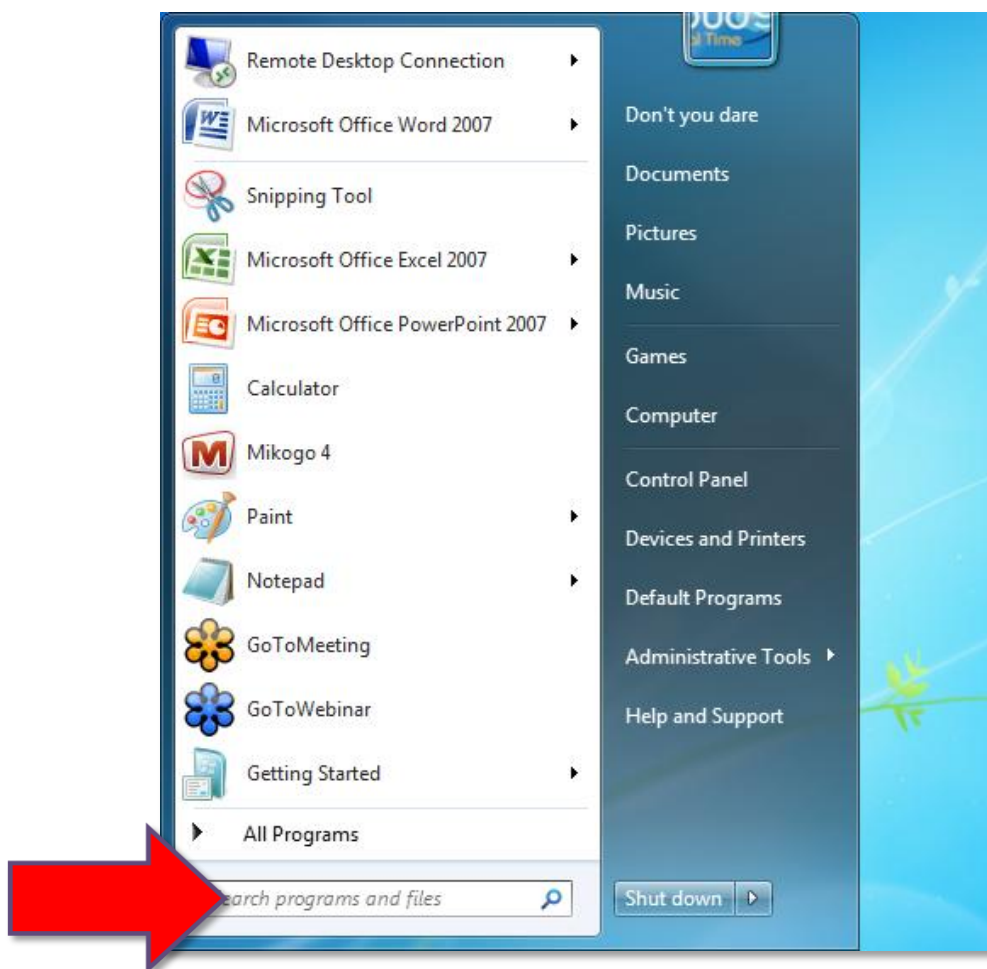
Recommended:

- Windows 7 SP1
- Remote Desktop Protocol (connection) 7.1 or higher
- 2 GB hard drive space
- 4 GB RAM
- Dual screen monitors with a combined screen resolution no higher than 4096 x 2048

Let's Get Started on RDP!

1. Click on the **Start** Menu
2. Type **mstsc** in the search bar.
3. Hit **Enter** on your keyboard.

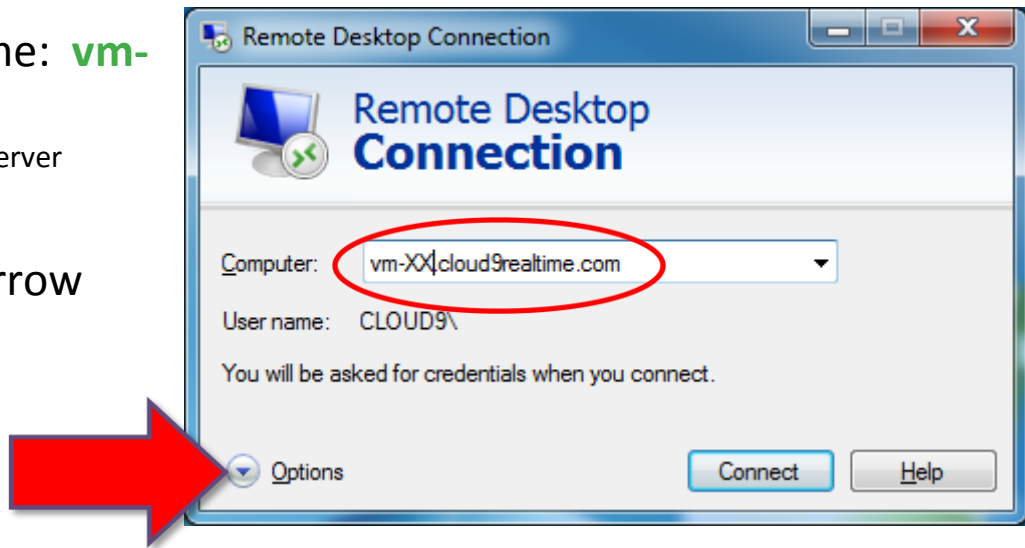
Note: For earlier versions of Windows, you will have to click on **Run** in the Start Menu to bring up the search bar



4. Type your computer name: **vm-XX.cloud9realtime.com**

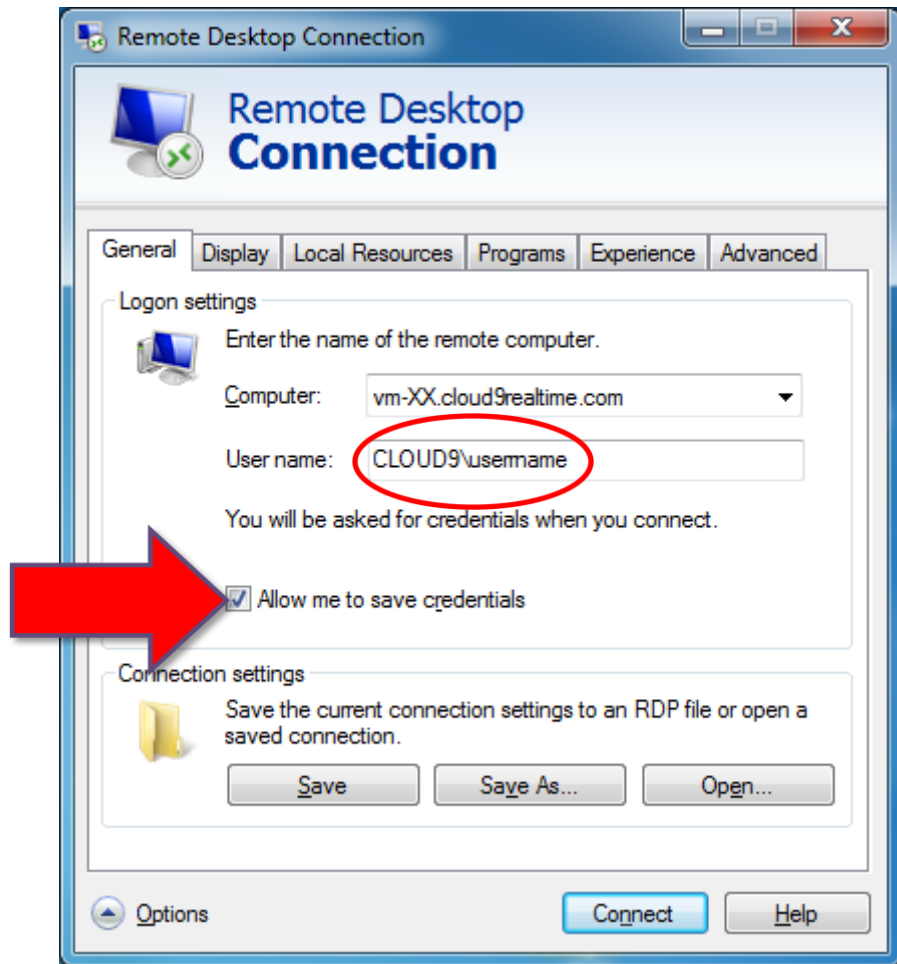
Note: Replace **XX** with your Virtual Server number

5. Click on the “**Options**” arrow once completed

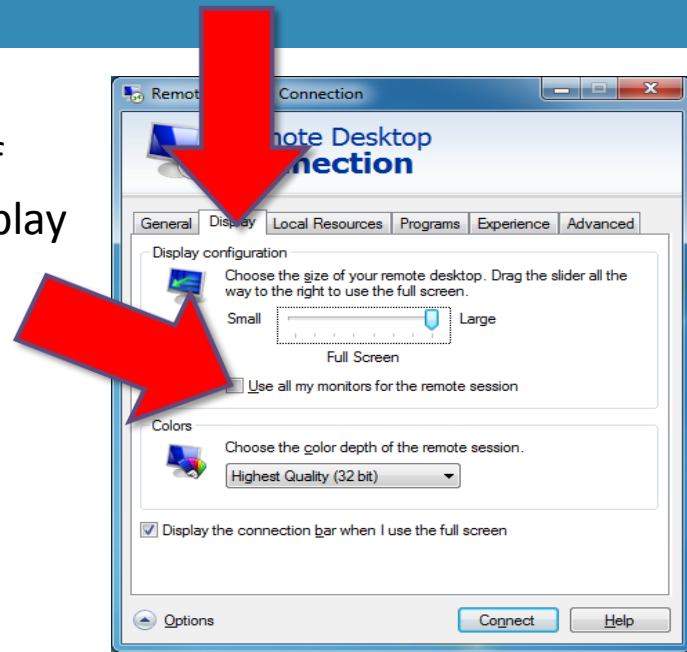


6. Under the **General** tab, enter your user name after cloud9\

- **Example:** CLOUD9\user name
- Check mark “**Allow me to save credentials**”

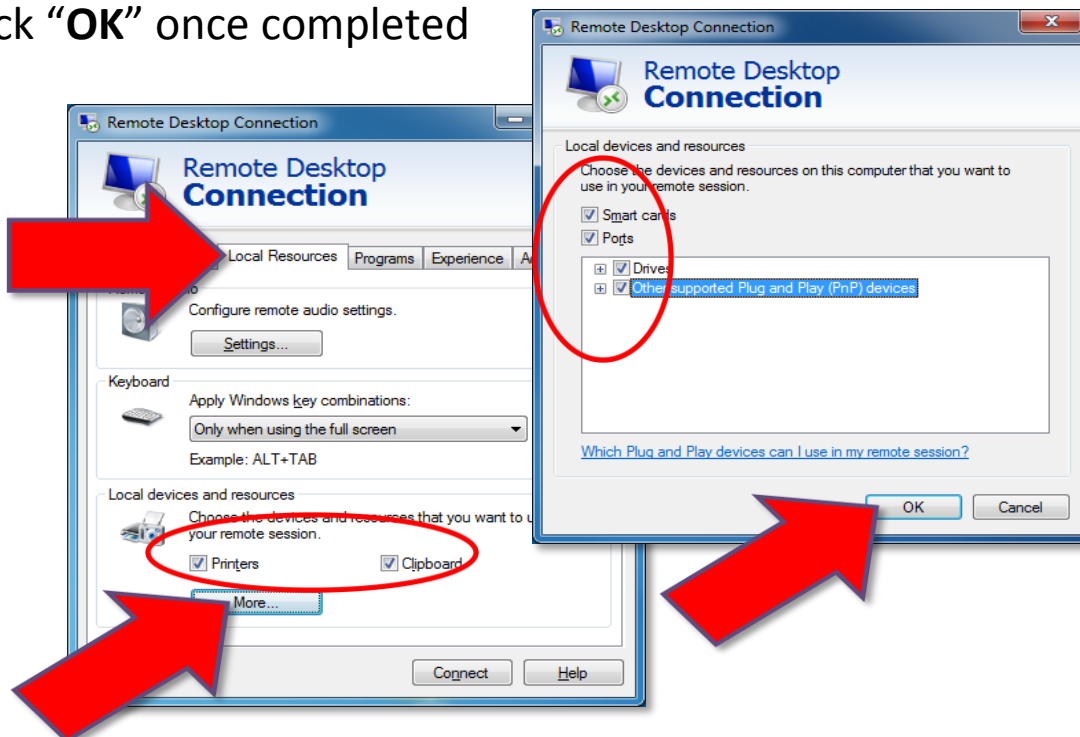


7. Under the **Display** tab, you can choose if you want to use all your monitors to display your virtual office. (For people with dual monitors)



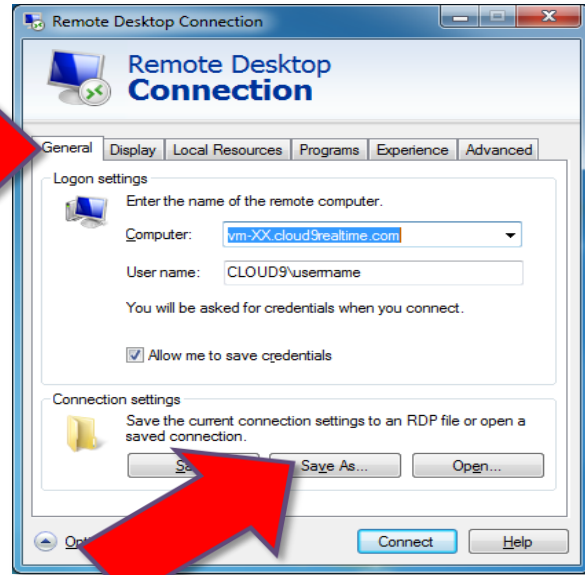
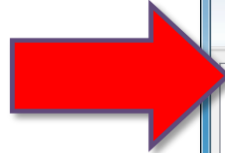
8. Under the **Local Resources** tab

- Make sure the “**Printers**” and “**Clipboard**” options are checked
- Then click on “**More...**” to check-mark all your local devices and resources.
- Click “**OK**” once completed

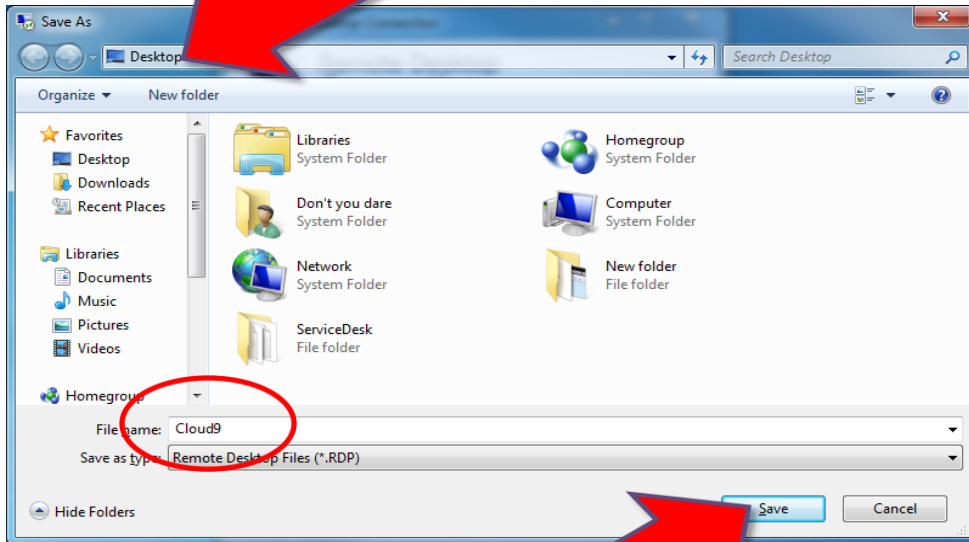


Remember to Save Your Settings

9. Go back to the **General** tab and
10. Click “**Save As ...**”



11. Choose a name for your RDP icon
12. Make sure you are saving the icon to your **Desktop**.
13. Click “**Save**” to create the desktop icon.



14. Click on the desktop icon to access your virtual office at any time.



15. Type in your password and check-mark **“Remember my credentials”**.
 16. Click **“OK”** once completed.

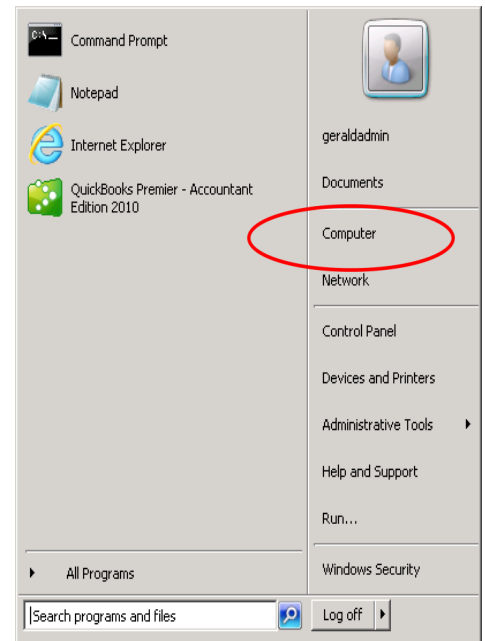
Note: Saving your credentials is not recommended if you are using a public computer.



17. You have successfully accessed your virtual office using Windows Remote Desktop Connection.



18. Click on **Start > Computer** to access your files

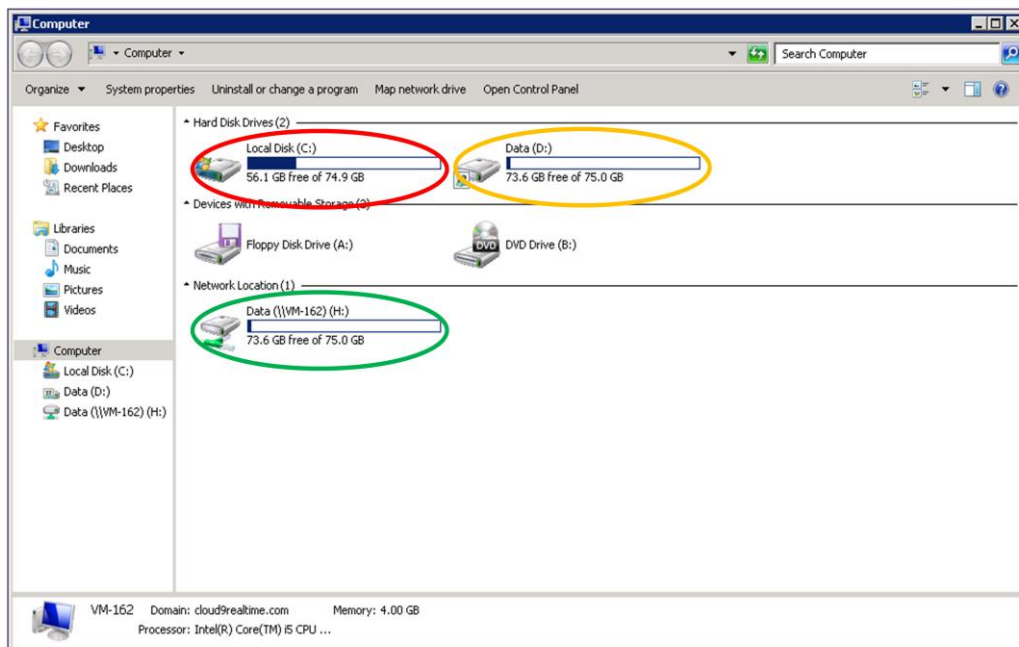


19. **Drive Descriptions:**

(H:) This is where all the e-Dashboard files will be stored. It is specific to the users company files.

(D:) This is the data storage for the virtual server. Only Admins will have access to this drive.

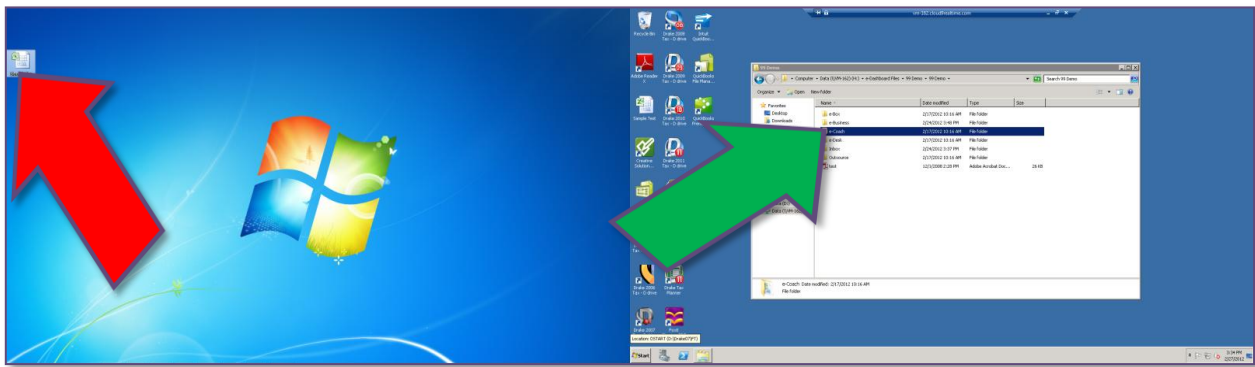
(C:) This is for **Cloud9 Administrator Use Only**. Do not save files in the C: drive. You will not have access to this drive.



20. To transfer files, you can simply **“Copy & Paste”** to and from your **Local & Virtual** environments.

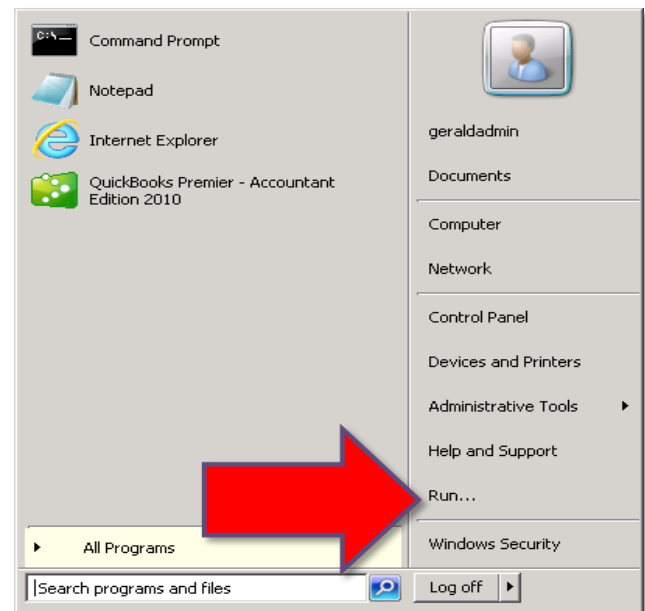
Right click on the file you would like to transfer, and then choose **“Copy”**. Right click on the destination and choose **“Paste”**.

Note: Estimated time of transfer is determined by the size of the file and your internet connection. The larger the file, the longer it will take. Cloud9 recommends larger transfers to be performed off hours or by sending an external hard drive to Cloud9 for direct upload.



21. To log off your virtual office, click your virtual servers **Start Menu** and then click **“Log off”** to disconnect.

Note: The remote session will automatically disconnect after three hours of idle time.



**Thank You for Choosing Cloud9 Real Time as Your
Cloud Service Provider!**

For further assistance, please visit our online Support Center at www.Cloud9HELP.com where you can reference our online [Knowledge Base](#) & [User Guides](#), submit service request [Forms](#) or ask our virtual assistant [Clodius](#) to get your answer!

Please contact us directly at **888-869-0076** for immediate assistance.

